

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
QUALITY IMPROVEMENT COUNCIL (QIC) Minutes**

Type of Meeting	Departmental Quality Improvement Council	Date	July 11, 2011
Place	550 S. Vermont Ave., 2nd Floor	Start Time:	9:00 a.m.
Chairperson	Martha Drinan, RN, MN, APRN District Chief, Training and QI Division	End Time:	10:15 a.m.
Co-Chair Person	Carol Eisen, M.D.		
Recorder:	Maria Gonzalez		
Members Present	Alyssa Bray; Anthony Ramirez; Carol Eisen; Claudia Fierro; Doris Benosa; Greg Tchakmakjian; Josh Cornell; Kimber Salvaggio; Kimberly Spears; Kumar Menon; Lisa Harvey; Lisha Singleton; Lupe Ayala; Marc Borkheim; Maria Gonzalez; Margarita Villagrana; Mary Ann O'Donnell; Melody Taylor; Michelle Rittel; Misty Aronoff; Monika Johnson; Sam Keo; Sandra Chang Ptasinski; Timothy Beyer; Vandana Joshi		
WebEx Participants	Ann Lee; Kimberly Floyd; Gassia Ekizian; Jessica Wilkins		
Excused/Absent Members	Alex Medina; Bertrand Levesque; Fang Xie; Julie Valdez; Kari Thompson; Leslie Shrager; Nina Johnson; Sylvia Guerrero; Yvette Willock		
Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
Call to Order & Introductions	The meeting was called to order at 9:00 a.m.	Introductions were made.	M. Drinan
Review of Minutes	The minutes were reviewed and approved.	Minutes were reviewed and approved with changes requested.	QIC Membership

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
SA QIC Liaison Reports	SA 1: Dark last month.	Next meeting will be held on July 19, from 2 pm to 3:30, at SA I Geographic Area Administration Bldg in Palmdale and we have invited Sukeda Day from the Auditor Controller's office to discuss evaluating documentation. Next meeting July 19, 2011.	K. Floyde
	SA 2 Adult: Naga Kasarabada, Ph.D. from ACCESS Center will present on ACCESS Services and Timeliness of Services. Meeting will include SA 2 Children's QIC.	Next meeting August 18, 2011.	K. Salvaggio
	SA 2 Children: Per K. Salvaggio, Members reviewed information from the Departmental QIC meetings. Angela Kahn from SFVCMHC presented on QA/QI Implementation at their agency.	Next Meeting July 20, 2011. Will continue discussing a SA QIP after receiving clarification from SA District chief and Paul McIver in relation to EPSDT PIP.	M. Rittel
	SA 3: One of the SA 3 QIC members is attending the Cultural Competency Committee meetings and providing updates at SA QIC meetings. SA 3 QIC accepted a proposed QIP on streamlining utilization of PMRT.	Next meeting July 20, 2011. We will continue to work on our QIP and discuss ACCESS Test Calls project.	M. Taylor
	SA 4: Dark in June.	Next meeting July 19. Will continue discussing a SA QIP and clarifying the way performance measure data from Paul McIver may be used in QIP development, primarily focused on looking at data on high utilizers of EPSDT services.	A. Bray

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
SA QIC Liaison Reports Cont.	SA 5: Dark in June.	Next meeting July 12, 2011. There will be 2 presentations 1). Sandy Escobar, Ph.D. from Didi Hirsch Mental Health Center will present on Increasing System Capacity and Client Flow Project. 2). Volunteers to participate in the Test Calls. Also Dr. Beyer will be attending the SA QIC meeting and be introduced to group.	M. Johnson
	SA 6: SA QIC members discussed Assessment Work Group. Test Calls & Client Flow was also discussed. There were some questions on how HWLA is going to affect directly operated and contract provider clinics. Discussed client flow and documentation sharing.	Next meeting July 28, 2011. Ms. Drinan will contact Eydie Dominguez & Kathleen Kerrigan re: a HWLA summary presentation.	K. Spears
	SA 7: Continue to discuss/review Service Area demographics. Due to co-chair not being available postponed reviewing SA specific demographic data from Dr. Joshi's Demographic profiles presentation. Postponed Dr. Kasarabada's presentation on ACCESS for the next meeting.	Next meeting July 12, 2011. Naga Kasarabada from ACCESS Center will present an overview on how to prepare volunteers to do secret shopper test calls. Will resume looking at SA specific demographic data from Dr. Joshi's Demographic profiles presentation.	L. Ayala
	SA 8: Ann Lee via Webex announced new Co-Chair Misty Aronoff. Dr. Joshi provided SA demographic profiles last month. Martie Drinan and Dr. Tim Beyer also attended the meeting.	Next meeting July 20. Will use data provided in Demographic profiles presentation to begin discussing a QIP. Also will review Test Calls protocol and implementation of test calls project.	A. Lee
Countywide Children's	Dark June and July. A meeting was held on July 6, by Ms. Sugihara as a result of our QIC meeting from June that providers reported being excited about and finding helpful. SA 3 is doing a pilot project via the QIC. The QIC is piggy backing under the pilot with Paul McIver because of high utilization from providers using PMRT.	Next meeting August 11, 2011. Jennifer Hallman will present at next meeting.	L. Singleton

Agenda Item & Presenter	Discussion & Findings	Decision s, Recommendation s, Actions, & Scheduled Tasks	Person Responsible & Due Date
Cultural Competency Committee Clinical Issues – OMD Report Patient Rights Office QIC Issues Training for Security Guards and Receptionist Report – Update QI Toolkit	Cultural Competency Plan Executive summary is now posted online. Translation of the Clinical Forms are in process. On July 20, 2011, we are going to present the CCP & Departmental needs based on the plan to the SLT at 695 S. Vermont, 15 th floor.	Next meeting August 10, 2011.	S. Chang Ptasiński
	Dr. Eisen suggested a presentation on HWLA. Pharmacy changes on policies and procedures are not finalized.	Ms. Drinan will try to schedule a presentation on HWLA for next Dept. QIC meeting.	C. Eisen M. Drinan
	PRO has met with QI/Data staff and discussed the Request for Change of Provider report. PRO will be including all providers in their next quarterly Request for Change Of Provider report.		V. Joshi
	Dr. Beyer provided an update on training for security guards. There were two requests to be added to the DVD training for security guards that were both accepted. 1). To have the Nonviolent Crisis Intervention training incorporated. 2). Our request for additional components added to the training DVD that include better customer service, such as tone of voice in order to create safe & secure environment at each of our clinics, and incorporating DMH values including its Mission and Hope, Well ness, and Recovery Model.		T. Beyer
	A Draft QI Toolkit was distributed. Dr. Beyer described a protocol for reviewing and providing feedback using the PDF editing tool setup by D. Whitehead.	Dr. Beyer or D. Whitehead from the CIOB will send a DRAFT electronic PDF copy to all QIC members for review and comments. Please forward all comments/suggestions directly on the PDF to Dr. Beyer via email before 8/8/11, before the next QIC meeting.	T. Beyer D. Whitehead

Agenda Item & Presenter	Discussion & Findings	Decision s, Recommendation s, Actions, & Scheduled Tasks	Person Responsible & Due Date
APS Healthcare/CAEQRO Draft Report	Ms. Drinan stated that a DRAFT report from APS/Healthcare EQRO was sent to all QIC members for their review and the deadline for response submission is July 12, 2011. An extension was requested by the CIOB bureau, and it was granted through July 17, 2011.	Ms. Drinan recommended that all members review the report and check with their District Chiefs for submission of responses.	M. Drinan
Handouts	➤ DRAFT QI Toolkit Manual		
Announcement	None		
Next Meeting	August 8, 2011 9:00 a.m. – 10:30 a.m. 550 S. Vermont Ave. 2 nd Floor Conference Room Los Angeles, CA 90020		

Respectfully Submitted,

Martha Drinan, RN, MN, CNS